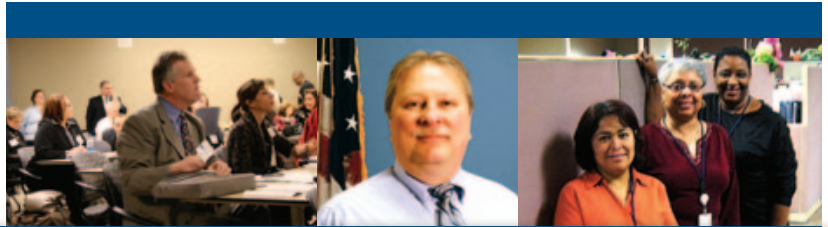


Mid-Atlantic Focus

A Newsletter for Clients of the GSA Public Buildings Service

Winter 2010



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Focus on the Web at: www.gsa.gov/midatlanticfocus

U.S. Department of Energy's Office of Legacy Management Opens in Morgantown, WV

The U.S. General Services Administration's (GSA) Mid-Atlantic Region and the U.S. Department of Energy (DOE) recently completed the Office of Legacy Management in Morgantown, WV. This lease construction project was built to DOE's specifications and provides the Office of Legacy Management with a long-term quality occupancy solution that will assist the agency in executing its mission.

The DOE is committed to managing its responsibilities associated with the environmental legacy of World War II and the Cold War. This legacy includes radioactive and chemical waste, environmental contamination, and hazardous material at over 100 sites across the country. DOE has taken major steps toward fulfilling its commitments to clean up this legacy by successfully implementing an accelerated environmental remediation program.

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A view outside the Department of Energy Office of Legacy Management in Morgantown, WV




From the Desk of Rob Hewell

As we begin 2010, finding creative ways to make the best use of limited resources seems to be a common theme across federal government. In this edition of *Focus*, you'll read examples of how the U.S. General Services Administration's (GSA) Mid-Atlantic Region Public Buildings Service (PBS) is doing just that. Each day, we work toward innovative solutions that leverage our real estate portfolio, budget, natural resources, and our most important asset, our GSA team, to best serve our federal clients.

In this issue, we highlight two very different recently completed projects, each with their own innovative solution that facilitates our client's mission. When stringent market conditions made it difficult for GSA to find viable, cost effective office space to accommodate SSA's expansion needs in Nicetown, PA, the agencies worked together to develop a creative plan for expanding their existing facility. The approach was a little different for the Department of Energy in Morgantown, WV. This time, lease construction was the solution. Both examples resulted in facilities that provide enhanced work experiences for federal employees and maximize their overall effectiveness.

The portfolio investment decisions we make become even more critical in an environment of budget constraints. The decision we made several years ago to invest in the renovation of the William S. Moorhead Federal Building was the right one. With the project now complete, we are honored to share news that the project was recently honored with a 2009 Master Builders' Association Award, and even more excited that more than 40 federal agencies are benefiting from a modernized facility in downtown Pittsburgh, PA.

This edition of *Focus* also highlights two examples of how we are leveraging our people to best serve our federal clients. As our Regional Recovery Executive, Al Torjman is leading Mid-Atlantic PBS in our efforts to wisely invest the nearly \$164 million our office was appropriated through the American Recovery and Reinvestment Act of 2009. We also recently named John Hofmann as Chief of our Building Operations and Tenant Services Branch to ensure that our facilities throughout the Region operate in a safe, secure, and efficient manner for our federal tenants. You'll also read examples of how our partner agencies across the federal government are using electronic methods, such as the Internet, to leverage their human resources, simplify business transactions, and more quickly serve the public. There are also tips for conserving our natural resources, increasing energy efficiency, reducing waste, and using environmentally-responsible products and technologies.

An environment of limited resources can actually inspire creative thinking. We look forward to working with you throughout 2010 to develop innovative solutions that move us forward. 


Rob Hewell
Regional Commissioner
Public Buildings Service, Mid-Atlantic Region

continued from cover

U.S. Department of Energy's Office of Legacy Management Opens in Morgantown, WV

The DOE Office of Legacy Management is responsible for ensuring that DOE's post-closure responsibilities are met and for providing related long-term surveillance and maintenance, records management, workforce restructuring and benefits continuity, property management, land use planning, and community assistance.

The GSA Mid-Atlantic Region managed the construction for this facility throughout the duration of the project while providing expert solutions and acquisition services at the best value. The building features approximately 60,000 square feet which includes record storage and office space. This office was certified in meeting state-of-the-art, National Archives and Records Administration (NARA) 2009 compliance and features environmental sustainability designed to achieve a Leadership in Energy and Environmental Design (LEED®) Gold certification through the U.S. Green Building Council.

This facility preserves and protects legacy records and information housed within, enhances the work experience of federal employees and contractors who occupy the space, and maximizes the overall effectiveness of the Office of Legacy Management. 

Making Government Greener

There seems to be an Executive Order (EO) providing guidance to do just about everything, and the “Greening of Government” is no exception. Signed October 5, 2009, Executive Order 13514 Federal Leadership in Environmental, Energy and Economic Performance sets sustainability goals for federal agencies and focuses on making improvements in our environmental, energy and economic performance.

This EO requires us all to set a greenhouse gas emissions reduction target, increase energy efficiency, reduce fleet petroleum consumption, conserve water, reduce waste, support sustainable communities, and leverage federal purchasing power to promote environmentally-responsible products and technologies.

President Obama commented, “As the largest consumer of energy in the U.S. economy, the federal government can and should lead by example when it comes to creating innovative ways to reduce greenhouse gas emissions, increase energy efficiency, conserve water, reduce waste, and use environmentally-responsible products and technologies.”

But what does this mean to you? What can you do on a daily basis to make a difference?

- ❖ **“Green” Your Commute or Official Travel** by taking advantage of transportation subsidies where available; take public transportation; carpool or ride a bicycle; video or teleconference when possible.
- ❖ **Increase Energy Efficiency** by purchasing Energy Star rated products & appliances; enable “sleep mode” on all equipment; use task lighting when appropriate; install motion or daylight sensing light fixtures during renovations.
- ❖ **Reduce Petroleum Consumption** by leasing alternative fuel vehicles; delay shipping until orders are complete; support lower carbon commuting and travel by Agency staff.
- ❖ **Conserve Water** by supporting native landscaping plans or promoting use of low-flow fixtures; if using laundry or dish washing equipment, wait for a full load before operation.
- ❖ **Reduce Waste** by re-using materials or equipment whenever possible; donate property for re-use; minimize printing; participate in recycling programs.
- ❖ **Support Sustainable Communities** by supporting local vendors; purchase recycled content office supplies and materials; select eco-friendly materials and finishes when renovating space.
- ❖ **Leverage Federal Purchasing Power** by ensuring 95% of new contract actions are Energy Star or Federal Energy Management Program (FEMP) designated, energy or water efficient, bio-based, environmentally preferable, or are designated as non-ozone depleting or non/less toxic alternatives; promote electronic stewardship and/or sustain environmental management.

As your office’s property manager, the U.S. General Services Administration works hard to meet our obligations required by all Executive Orders. We are also eager to help our client agencies do the same. All of these efforts may seem overwhelming but, when we stop to think about it, much of what we can do to help green government is common sense. By using this common sense approach in our day-to-day work lives, we will multiply the greening efforts we all make, and really make a difference. ♻️



PBS Office of Client Solutions and the Courts Family Partner to Host Information Sharing Meeting

The U.S. General Services Administration's (GSA) Mid-Atlantic Region Public Buildings Service (PBS) recently met with the Third and Fourth Circuit U.S. Courts, the Administrative Office of the U.S. Courts, and the U.S. Marshals at the GSA Regional Office in Philadelphia, PA. PBS knows that a thorough understanding of our clients' missions, organizations, and business drivers is critical in delivering workplace solutions that best meet our clients' needs. The recent information sharing among the agencies helped to further our client relationships and business understanding.


Pedro Viera, GSA Regional Account Manager for the U.S. Courts, managed the efforts to plan and arrange this meeting. During the day-long session, a wide variety of GSA and Courts employees shared project and program information. Over 50 people were in attendance to discuss and learn more about GSA's American Recovery and Reinvestment Act (ARRA) projects; GSA owned and lease construction programs; Courts program, policy, and rent budget overview; and recent initiatives within the U.S. Marshals Service.

Mike Bevenour, Assistant Chief of Space and Facilities, Administrative Office of the U.S. Courts (AOUSC), commented on the meeting by saying, "The conference gave all the courthouse project stakeholders the opportunity to get on 'one page.' We've all got full plates and when we combine the impact of managing the 'day-to-day' facilities issues like overtime utilities and alterations, plus add the coordination of the major new

courthouse projects, and also add the ARRA projects on top of all that; we all benefit by thorough communications."

Pedro and the entire PBS Office of Client Solutions are eager to hear what our clients have to say about their working relationships with GSA employees. To that end, the information sharing

meeting also included break-out sessions on specific GSA and Courts projects as well as customer satisfaction. It was PBS's goal to get honest feedback from our clients, while sharing information about GSA managed projects.

Information sharing sessions such as this help ensure that GSA is well positioned to deliver workplace solutions that best meet our clients' needs well into the future. 

"The conference gave all the courthouse project stakeholders the opportunity to get on 'one page'...we all benefit by thorough communications."

— *Mike Bevenour*

*Assistant Chief of Space and Facilities
Administrative Office of the U.S. Courts*



Mike Bevenour, Assistant Chief of Space and Facilities, AOUSC, listens to the GSA presentation along with other session attendees.

Mid-Atlantic Public Buildings Service Exceeds Small Business Contracting Goal

Along with all other federal agencies, the U.S. General Services Administration (GSA) is required by the Small Business Act of 1953 to establish an office that provides the GSA Administrator with feedback on small business activities. Along with this establishment, the Act requires the heads of each federal agency to provide realistic goals toward awarding contracts to a wide variety of facets in small business. After consultation with the Small Business Administration (SBA), contracts awarded can be focused on areas such as small businesses controlled by socially and economically disadvantaged individuals. In FY09, the GSA Public Buildings Service (PBS) Mid-Atlantic Region exceeded our goals for contracts awarded to small businesses by more than 5%.

GSA's Office of Small Business Utilization (OSBU) focuses its efforts toward advocating and promoting increased opportunities to not only small business in general, but also small businesses with disadvantaged owners, veterans, service-disabled veterans, HUBZone, and women business owners. The mission of OSBU is clear: to promote increased access to GSA's nationwide business procurement opportunities.

In FY09, the GSA Mid-Atlantic Region Small Business Goals were as follows: 47.24% Small Business, 16.49% Small Disadvantaged Business, 5% Women Owned, 4.87% HUBZone, and 3% Service Disabled Veteran Owned. PBS Mid-Atlantic Region exceeded its goals in contracts awarded to Small Business with 52.53%, Small Disadvantaged Business with 27.31%, Women Owned with 12.47%, and HUBZone with 13.5%. PBS Mid-Atlantic Region exceeded all socioeconomic goals except for the service-disabled veterans' goal, where we achieved 1.93%.

This data helps clarify where we need to increase our efforts in the year ahead. PBS Mid-Atlantic Region will continue to focus on meeting all socioeconomic goals and promoting increased access to small business procurement opportunities with GSA. [!\[\]\(e2376d476d06eb31946dc01a69a4403a_img.jpg\)](#)



(from left) Mike Bevenour, AOUSC Assistant Chief of Space and Facilities; Kathy Peek, Third Circuit Court of Appeals Deputy Circuit Executive; and Al Torjman, GSA Portfolio Management Director



Pedro Viera, Pat Zucca, and Ian Grey of GSA's Office of Client Solutions take a moment during the GSA and Courts family training session to discuss the meeting.



Meeting attendees share a moment to interact and get to know each other a little better.

Social Security Administration Celebrates Facility Expansion in Nicetown, PA

The Social Security Administration (SSA) and the U.S. General Services Administration (GSA) commemorated the completion of the SSA office in Nicetown, PA, with a Ribbon Cutting ceremony in December 2009. The project team was happy to celebrate the success of this project, as the market conditions and construction made it a challenging task to complete.

In 2004, SSA approached GSA Mid-Atlantic Region's Public Buildings Service (PBS) because their existing office did not meet their current space requirements. SSA required a 38% increase in usable square footage and additional parking. SSA's square footage requirements increased from 10,200 usable square feet (usf) to 14,000 usf upon completion.

The project team's original plan was to move the office to a larger location. As with any customer space requirement, the project team analyzed SSA's new space requirements, market conditions in Nicetown, post-market survey information, final proposal revisions, environmental concerns, and internal and external factors. Upon completion of this analysis, the team determined that the most beneficial approach would be to expand around SSA's current location rather than move to an alternative space.




The entrance to the Social Security Administration's facilities in the Nicetown section of Philadelphia

A number of market factors contributed to this decision, including: a limited number of viable properties within the delineated area, environmental concerns with some of the properties offered, and several non-responsive offerors who submitted deficient offers.

GSA's recommendation to expand SSA's existing office location represented the most viable and cost-effective approach in meeting SSA's new office and related space needs. As a result of numerous meetings and price analyses with key stakeholders, SSA was happy to make the decision to expand their current location.

Throughout the construction of the expansion, employees had to be relocated numerous times while work was being conducted around them. "I am proud of our staff who worked throughout this entire 10 month process without complaint. We are all proud of our 'new' facility," said Dorothy "Dottie" Merritt, District Manager at SSA's Nicetown Office who managed the office operations and logistics throughout the various phases of the expansion. "The daily challenges of construction were far outweighed by the end result," said Chris Haller, Field Services Specialist at SSA.


GSA would also like to thank the SSA employees at the Nicetown Office for being patient throughout this entire process. By working together as a team, GSA and SSA were able to complete this challenging project with successful results. 



SSA District Manager Dottie Merritt (right) stands with Operation Managers Sylvia Sanguinetti (left) and Lenore Cruse (center) in their new space.

John Hofmann Named Chief of PBS Mid-Atlantic Building Operations and Tenant Services Branch

John Hofmann has been named Chief of the new Public Buildings Service (PBS) Mid-Atlantic Building Operations and Tenant Services Branch in the Facilities Management and Services Programs Division. In this role, John will provide centralized program management support to enhance the U.S. General Services Administration (GSA) operations and ensure that our facilities operate in a safe, secure, and efficient manner.

John brings a wealth of experience and insight to this new position. Prior to joining the Facilities Management and Services Programs Division, John served as a Team Leader for the Building Operations and Maintenance Division in GSA PBS Central Office. John began his federal career as a Federal Protective Service Officer and, after entering the GSA intern program, progressed through a number of regional and field office assignments in the Real Property Management and Safety Division. He served as a Branch Chief in the Chesapeake and Allegheny Realty Services Districts and in the Department of Homeland Security, Federal Protective Service. 



John Hofmann
Chief, Building Operations
and Tenant Services Branch
PBS Mid-Atlantic Region




*William S. Moorhead Federal Building
Pittsburgh, PA*

William S. Moorhead Federal Building Renovation Honored with Building Excellence Award

The William S. Moorhead Federal Building in Pittsburgh, PA, was honored with a 2009 Master Builders' Association (MBA) of Western Pennsylvania Building Excellence Award, in the category of Renovation Project Over \$10 Million. The U.S. General Services Administration's (GSA) Mid-Atlantic Region recently completed a five year renovation project at the Moorhead facility, providing over 437,000 square feet of state-of-the-art office space for over 40 federal agencies.

The Moorhead project had several major components, including asbestos abatement; overhaul of the heating, ventilating and air conditioning (HVAC) system; modernization of the building systems; and the renovation of federal offices throughout the facility.

The annual MBA Building Excellence Awards are a prestigious honor and testimony to quality recognized in Western Pennsylvania's construction industry. 

Federal Agencies Move Toward Electronic Business Methods

The age of the Internet has changed the way everyone accesses and shares information. Federal agencies are embracing the web to interact with the public, simplify business transactions, and perform services quickly and efficiently. The Social Security Administration (SSA), Internal Revenue Service (IRS), and the Department of Veteran Affairs (VA) have taken substantial measures to efficiently interact with the American people through the Internet.

The Social Security Administration is increasing its use of electronic processes by the agency, employers, and SSA customers. The main goal is to reduce the backlog of hearings for SSA customers who have had an initial claim rejected. Electronic filing for retirement benefits is a key component of SSA's strategy for effectively handling what is described as the "Retirement Tsunami" as baby boomers retire in the upcoming decade. Through the use of electronic files and video hearings, workload can be accepted from any location throughout the country.

Laurie Watkins, Regional Commissioner for SSA Region 3, requested that the SSA website be advertised on all GSA post signs as well as become part of the external signage on all new facilities. So far, about a dozen signs have been posted throughout the Region.

The Department of Veterans Affairs partnered with Kaiser Permanente to launch a pilot program to exchange electronic health record (EHR) information using the Nationwide Health Information Network (NHIN) created by the Department of Health and Human Services. The pilot program connects Kaiser Permanente HealthConnect® and the VA's electronic health

record system, VistA, two of the largest electronic health record systems in the country.

The program puts the highest priority on patient privacy and data security, and no exchange of information will occur without


the explicit permission of the individual patient. Patients who choose to participate will benefit by allowing their doctors to obtain key health record information from other participating institutions.

The Internal Revenue Service is increasing the electronic filing rate for all major tax returns filed by individuals, businesses and tax exempt entities. The long term goal is 80% of all returns filed electronically by 2012

(originally 2007) set by Congress in the IRS Restructuring and Reform Act of 1998. In 2007, 58% of individual returns and 48% of all returns were filed electronically.

In addition, the IRS is investing significantly in improving the availability, quality and variety of web based tools to improve

customer outreach, communication and education to help people better understand their tax obligations and promote voluntary compliance. E-filing reduces paper processing and notices, minimizes the need for contact with customer service representatives, and develops online payment agreements. Through e-filing, the IRS is improving coordination of taxpayer data across IRS divisions, and expediting resolution of taxpayer issues.

The federal government is utilizing technology to assist in the development of innovative solutions that support agency missions and goals. The accessibility and simplicity of these solutions will better assist in servicing the American people. 



New signage on the Social Security Administration office in Chester, PA, directs the public to increase the use of electronic processing.

The federal government is utilizing technology to assist in the development of innovative solutions that support agency missions and goals.

Ask a RAM

QUESTION:

As a GSA client, how can I expect to be kept informed regarding the schedule of my project?

ANSWER:


Many GSA clients have expressed a need for consistent, accurate and timely project schedules. In response to this need, the Public Buildings Service (PBS) recently developed a list of 15 Standard Project Milestones so that project schedule information can be quickly provided to any client requesting it in a consistent format. These 15 Standard Project Milestones are as follows (order may change slightly based on project sequencing):

- ❖ Client Request
- ❖ Funds In Place
- ❖ Requirements Finalized
- ❖ Initial Financial Agreement with Client, e.g. Draft Occupancy Agreement (OA) or Draft Reimbursable Work Authorization (RWA)
- ❖ Acquisition Plan Finalized
- ❖ Design Request for Proposals (RFP) Issued
- ❖ Prime Contract Solicited (e.g. RFP or Solicitation for Offers (SFO) Issued)
- ❖ Signed Agreement (OA or RWA)
- ❖ Prime Contract Award
- ❖ Design Complete
- ❖ Construction Start/Notice To Proceed
- ❖ Pre-Occupancy Tenant Access
- ❖ Substantial Completion
- ❖ Rent Start
- ❖ Occupancy

The Standard Milestones are generated by GSA Project Managers for all projects over \$25,000 in total cost, as well as for all major construction and renovation projects. They are also required for all new, succeeding, superseding, expansion and reduction lease actions using the above prescribed language.

All 15 milestones may not be provided to the client if the project does not warrant it; some milestones may not apply. Your preference for receiving updates on the status of milestones should be communicated to the GSA team at the onset of the project.

Successful implementation of the Standard Milestones relies on communication and partnering between you and GSA. Our hope is that by standardizing key project milestones, it will improve your workspace delivery experience and lead us to service you more efficiently.

If you would like a milestone schedule on a current project or have questions regarding a current project schedule, please contact your GSA Project Manager and/or your PBS Regional Account Manager. 

PBS Regional Account Managers

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Al Torjman: GSA Mid-Atlantic Regional Recovery Executive

As we reported in recent editions of *Focus*, the U.S. General Services Administration's (GSA) Mid-Atlantic Region is investing the nearly \$164 million our office was appropriated through the American Recovery and Reinvestment Act of 2009 (ARRA) to complete several projects across the region. These projects have put an emphasis on reinvesting in our public facilities, encouraging alternative energy use and green solutions, and stimulating job creation within the Mid-Atlantic Region.

Al Torjman, Director of the Mid-Atlantic Region Public Buildings Service (PBS) Portfolio Management Division, is leading our region in its efforts to complete the ARRA projects as the Regional Recovery Executive.

Al joined GSA in 1986 as a Civil Engineer in the PBS Design and Construction Division and worked as a Project Manager for various projects. He has held several leadership positions within PBS, including roles as Zone Chief and Branch Chief in the Design and Construction Division; Branch Chief for the PBS Project Services Division; District Director of the Chesapeake Realty Services District; and Director of the PBS Operations Support Staff.

As Regional Recovery Executive, Al tracks the projects approved for ARRA funding and regularly reports back to GSA Central Office in Washington, DC, on the status of each project. Additionally, Al oversees numerous reporting requirements to the Office of Management and Budget (OMB), specific to the ARRA projects.

There are 10 Mid-Atlantic Region buildings and facilities undergoing ARRA work across our six state territory. GSA

selected these projects to accomplish the Recovery Act goals based on two criteria: ability of the project to put people back to work quickly, and to transform federal buildings into high-performance green buildings. ARRA projects were selected based on energy performance, the ability to design and perform the projects quickly, and the condition of the existing facility.

Regional Recovery Act projects have brought new challenges to the region as GSA works to complete each project. A typical construction or renovation project runs on a three to five year cycle, covering project planning, budgeting, and execution. ARRA projects were defined in a very short period of time in early fiscal year 2009 and must award construction by September 2010.

The amount of oversight on each ARRA project is also unprecedented. Congress appropriated money in ARRA to the Inspector General (IG) to perform additional oversight on the spending of ARRA funds. This requires project teams to respond to


“GSA Mid-Atlantic Region has continually met or exceeded all of the overall milestones that were committed to Congress and OMB for the ARRA projects.”

**— Al Torjman
Regional Recovery Executive and
Director of PBS Portfolio Management
GSA Mid-Atlantic Region**

various inquiries from the IG during the early phases of projects – typically, project audits occur at the end of a project.

Even within these tight project deadlines, Al believes positive results are already apparent as the ARRA projects continue to move forward.

According to Al, “GSA Mid-Atlantic Region has continually met or exceeded all of the overall milestones that were committed to Congress and OMB for the ARRA projects.”

GSA hopes to use the information gained through the process of accomplishing ARRA projects and apply it to future work. 





GSA TRAINING CONFERENCE & EXPO

Be Part of the Action!

Mark Your Calendar

Mark your calendar to "Be Part of the Action" and join us May 4-6 in Orlando, FL, for the GSA Training Conference and Expo 2010. This event is specially designed to benefit federal, state, and local government employees and military members who make or influence procurement decisions. Conference attendance is free of charge to government and military personnel and will offer a variety of outstanding training opportunities designed to help you and your agency achieve and maintain this year's theme of "Excellence in Action."

Visit expo.gsa.gov to learn more about the opportunities this conference offers:

- ❖ More than 100 different free CLP-certified training classes available
- ❖ Hundreds of exhibits featuring a vast selection of GSA's products and services
- ❖ Network with federal experts and contract-vendor representatives
- ❖ Free meeting space for hosting your own meeting (available beginning May 3)

For more detailed information and updates, or to register, please visit expo.gsa.gov today. GSA is here to help. If you have questions regarding the GSA Training Conference and Expo 2010, please call (888) 272-5565 or e-mail expo@gsa.gov. We hope to see you in Orlando! ♦

Keeping in Touch in the New Year

The U.S. General Services Administration's (GSA) Mid-Atlantic Region, Office of Client Solutions, is working to ensure that the contact information we have for you is accurate and up-to-date so that we may better serve you.

Soon you will receive an email from our office asking you to confirm and/or correct your contact information. We try to keep such solicitations to a minimum; our last request for an update was in 2007 and it is time to give our records a good scrub.

Customer contact information is used to communicate to our customers relevant information including project updates, policy changes, new initiatives, and invitations to regional meetings and events. We do not share this information with

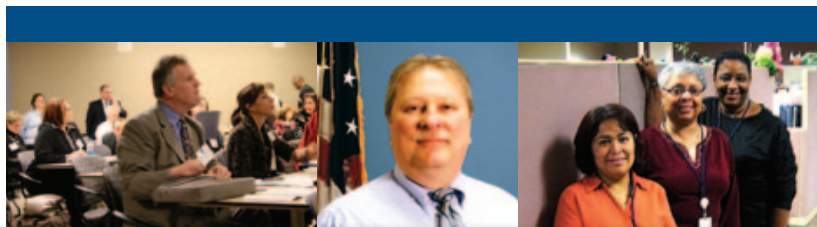
any commercial or private industry entities. We appreciate you taking a few minutes to assist us in keeping your contact information up-to-date.

We also use the contact information as the source for distributing this quarterly newsletter, *Focus*, produced by the Public Buildings Service (PBS) Mid-Atlantic Region Office of Client Solutions for our customers. If you currently receive a hardcopy of *Focus* and would like to join us in "going green" by converting to our electronic version, please drop us a note at r3.custserv@gsa.gov to let us know. We'll alert you with an active link via email when each new edition is published. You can visit www.gsa.gov/midatlanticfocus to check out our online version. ♦

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Winter 2010



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